



PRESS RELEASE

My FASTag App Adds New Feature to Check FASTag Balance Status

New Delhi, 28 December, 2020: With FASTag becoming mandatory on Toll Plazas from 1st January 2021 and to ensure its smooth implementation, National Highways Authority of India (NHA) has updated its Mobile App '**My FASTag App**' with a new feature to '**Check Balance Status**' by simply entering the vehicle number. This Check Balance Status feature will help FASTag users to verify tag status of the vehicle during their passage through a toll lane in case the tag status has not been updated in the toll plaza server due to any reasons. This new feature will help both Highway User and Toll Operator to check tag balance status on real-time basis and eliminate the problem of dispute on tag balance.

In addition to this, the authority has reduced the refresh time limit of Blacklisted Tags from existing 10 minutes to 03 minutes, to expedite update of the status in the ETC system and show the current status in the App for seamless passage

Like the "You are Safe" feature of Aarogya Setu App, the My FASTag App will show FASTag wallet balance status in form of color codes –

- **Green** for Active tag with sufficient balance,
- **Orange/Amber** for tags with low balance
- **Red** for Blacklisted tags.

In case of low balance ("Orange" Status), the vehicle users can instantly recharge using the Mobile App or avail instant recharge facility at toll plaza Point of Sale (POS). Over 40,000 POS at the toll plazas have been set throughout the country in partnership with 26 Banks.

With its commitment to encourage transparency in the system, the new feature has been introduced to ensure that payment of User Fee is done through FASTag at Toll Plazas and the waiting time is reduced, which will not only save time and fuel but also will help commuters to make a hassle free and enjoyable journey.

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